

Virgin Islands

AT&T RELAY SERVICES  
2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2003 through May 31, 2004

**Virgin Islands - Totals**

[illegible]

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
**June 1, 2003 through May 31, 2004**  
**Complaint Summary by Category**

### Virgin Islands - Summary by Category

[illegible]



**VIRGIN ISLANDS RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**June 2003** – Nothing to report.

**July 2003** – Nothing to report.

**August 2003** – Nothing to report.

**September 2003** – Nothing to report.

**October 2003** – Nothing to report.

**November 2003** – Nothing to report.

**December 2003** – Nothing to report.

**January 2004** – Nothing to report.

**February 2004** – Nothing to report.

**March 2004** – Nothing to report.

**April 2004** – Nothing to report.

**May 2004** – Nothing to report.

Wash., D.C.

**AT&T RELAY SERVICES**  
**2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004

**Washington, District of Columbia - Totals**

June 8, 2004	2003							2004					
Wash, D.C.	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY						1							1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004  
Complaint Summary by Category

**Washington, District of Columbia - Summary by Category**

June 8, 2004	2003							2004					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance						1							1
Gender Accommodation													0
Total	0	0	0	0	0	1	0	0	0	0	0	0	1

**WASHINGTON, D.C. RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**June 2003** – Nothing to report.

**July 2003** – Nothing to report.

**August 2003** – Nothing to report.

**September 2003** – Nothing to report.

**October 2003** – Nothing to report.

**November 2003**

**TTY November 18, 2003**

The customer complained that she is having trouble reaching relay.

**Category:** Other (Misc)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, provided alternate numbers for relay and assured the customer we would forward to our technical department.

**Contact Closed:** November 24, 2003

**FCC:** Answer Performance

**December 2003** – Nothing to report.

**January 2004** – Nothing to report.

**February 2004** – Nothing to report.

**March 2004** – Nothing to report.

**April 2004** – Nothing to report.

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West Virginia



**AT&T RELAY SERVICES**  
**2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004

**West Virginia - Totals**

June 8, 2004	2003							2004					
<i>West Virginia</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE									1				1
TTY										1			1
TOTAL	0	0	0	0	0	0	0	0	1	1	0	0	2

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004  
Complaint Summary by Category

**West Virginia - Summary by Category**

June 8, 2004	2003							2004					
<i>Complaint Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues									1				1
In Call Replacement													0
Answer Performance										1			1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>



**WEST VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**June 2003** – Nothing to report.

**July 2003** – Nothing to report.

**August 2003** – Nothing to report.

**September 2003** – Nothing to report.

**October 2003** – Nothing to report.

**November 2003** – Nothing to report.

**December 2003** – Nothing to report.

**January 2004** – Nothing to report.

**February 2004**

**Voice February 9, 2004**

The customer complained that the CA made too many typing errors and kept asking her to repeat.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 12, 2004

**FCC:** Typing Issue

**March 2004**

**TTY March 2, 2004**

The customer complained the CA was slow to respond.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** March 2, 2004

**FCC:** Answer Performance

**April 2004** – Nothing to report.

**May 2004** – Nothing to report.

Other



**AT&T RELAY SERVICES**  
**2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004

**Non-Contract States - Totals**

June 8, 2004

	2003							2004					
<i>Non-Contract</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE					1	1	1	2	1				6
TTY	4	3	2	1	2	1		3		2	3	1	22
TOTAL	4	3	2	1	3	2	1	5	1	2	3	1	28

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004  
Complaint Summary by Category

**Non-Contract - Summary by Category**

June 8, 2004

	2003							2004					
<i>Complaint Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency					1		1	3	1		1		7
Confidentiality											1		1
Verbatim	2		2		1	2		1				1	9
Typing Issues	2	3		1	1			1		2	1		11
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>28</b>



**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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*\*Includes AT&T IP Relay items*

**June 2003**

**TTY June 3, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 4, 2003

**FCC:** Verbatim

**TTY June 10, 2003**

The customer complained of misspelled words during her conversation, and being disconnected during IP Relay calls.

**Category:** Other (Misc)

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** June 10, 2003

**FCC:** Typing Issue

**TTY June 13, 2003**

The customer complained that the CA typed too slowly. He also could not comprehend what the CA typed.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 14, 2003

**FCC:** Typing Issue

**TTY June 28, 2003**

The customer complained that the CA kept putting him/her on hold, and did not correctly type a recorded message.

**Category:** Attitude and Manner

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 29, 2003

**FCC:** Verbatim

**July 2003**

**TTY July 9, 2003**

The customer complained that the CA typed too slowly.

**Category:** Typing Skill/Speed



**NON-CONTRACT STATES RELAY SERVICE  
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**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 9, 2003

**FCC:** Typing Issue

**TTY July 29, 2003**

The customer complained about the typos made by CAs.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** July 30, 2003

**FCC:** Typing Issue

**TTY July 30, 2003**

The customer complained about the CA's typing errors.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 30, 2003

**FCC:** Typing Issue

**August 2003**

**TTY August 11, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** August 11, 2003

**FCC:** Verbatim

**TTY August 17, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 17, 2003

**FCC:** Verbatim

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ANNUAL CONSUMER COMPLAINTS SUMMARY  
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**September 2003**

**TTY September 11, 2003**

The customer complained that the CA made too many typing errors.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 11, 2003

**FCC:** Typing Issue

**October 2003**

**TTY October 1, 2003**

The customer was upset that the CA typed so slowly during his call.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Attempted to apologize to the customer, but he/she became upset and disconnected.

**Contact Closed:** October 1, 2003

**FCC:** Typing Issue

**Voice October 19, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 23, 2003

**FCC:** Verbatim

**TTY October 22, 2003**

The customer complained that the CA took control of the call instead of letting her decide whether to redial or hang up.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 22, 2003

**FCC:** Transparency

**November 2003**

**TTY November 5, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the Maryland Relay Center and handled by the same.



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**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 5, 2003

**FCC:** Verbatim

**Voice November 23, 2003**

The caller complained that the CA stopped typing her part of the conversation because she was not saying go ahead.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** November 24, 2003

**FCC:** Verbatim

**December 2003**

**Voice December 6, 2003**

The customer complained the CA had disconnected her call. She claims to have lost revenue because of this, and would like to be compensated.

**Category:** CA Hung up on me

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience. Referred the customer's request to management, pending.

**Contact Closed:**

**FCC:** Transparency

**January 2004**

**TTY January 2, 2004**

The customer complained that the CA typed too slowly, and misspelled too many words.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 2, 2004

**FCC:** Typing Issue

**TTY January 4, 2004**

The customer complained that the CA added things to her conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** January 4, 2004

**FCC:** Transparency

**Voice January 4, 2004**

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ANNUAL CONSUMER COMPLAINTS SUMMARY  
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The customer was upset that a previous CA had reprimanded her for using foul language.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and explained FCC regulations for relay calls.

**Contact Closed:** January 4, 2004

**FCC:** Transparency

**Voice January 5, 2004**

The customer was upset that the CA made comments about his conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 5, 2004

**FCC:** Transparency

**TTY January 17, 2004**

The customer complained that CAs do not relay her IP calls verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and recommended that the customer to provide us with CA ID numbers so we can follow up with each individual.

**Contact Closed:** January 20, 2004

**FCC:** Verbatim

**February 2004**

**Voice February 18, 2004**

The customer complained the CA was laughing and using foul language during her call.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience and advised the information would be forwarded to management.

**Contact Closed:** February 18, 2004

**FCC:** Transparency

**March 2004**

**TTY March 21, 2004**

The customer complained that the CA's typing was bad.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**Contact Closed:** March 21, 2004  
**FCC:** Typing Issue

**TTY March 5, 2004**

The customer complained about the CA's typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience, and mentioned that the issue would be investigated.

**Contact Closed:** March 5, 2004

**FCC:** Typing Issue

**April 2004**

**TTY April 17, 2004**

The customer complained that the CA typed too slowly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 17, 2004

**FCC:** Typing Issue

**TTY April 20, 2004**

The customer complained that the CA broke transparency during his conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 21, 2004

**FCC:** Transparency

**TTY April 29, 2004**

The customer complained that the CA accused her of using IP Relay inappropriately, and threatened to trace her IP address.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 29, 2004

**FCC:** Confidentiality

**May 2004**

**TTY May 21, 2004**

The customer complained that the CAs do not spell accurately and do not relay the entire



**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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message.

**Category:** Attitude and Manner

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 21, 2004

**FCC:** Verbatim